

Santa Barbara County

Benefit Service Center

Opened September 24, 2008



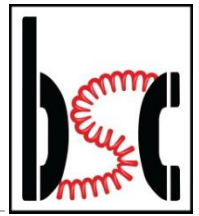
SOCIAL SERVICES

HEALTH

SECURITY

SAFETY

Service Center Staffing



- ▶ Management
 - ▶ 2 Managers



- ▶ Eligibility
 - ▶ 14 Eligibility Units
 - ▶ 7-8 Eligibility Workers
 - ▶ 1 Lead



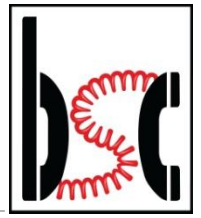
- ▶ Analysis
 - ▶ Scheduling Analyst
 - ▶ Reporting Analyst



- ▶ Clerical
 - ▶ 2 Clerical Units



Santa Barbara County Services



Santa Maria Service Center

- Medi-Cal Ongoing
- CalFresh Ongoing
- Medi-Cal Applications
- Task Based Environment

Santa Barbara District Office

- CalWORKs Intake/Ongoing
- Medi-Cal/CalFresh/GR Intake
- 2 Ongoing Caseloads of MC/CF
- Homeless population

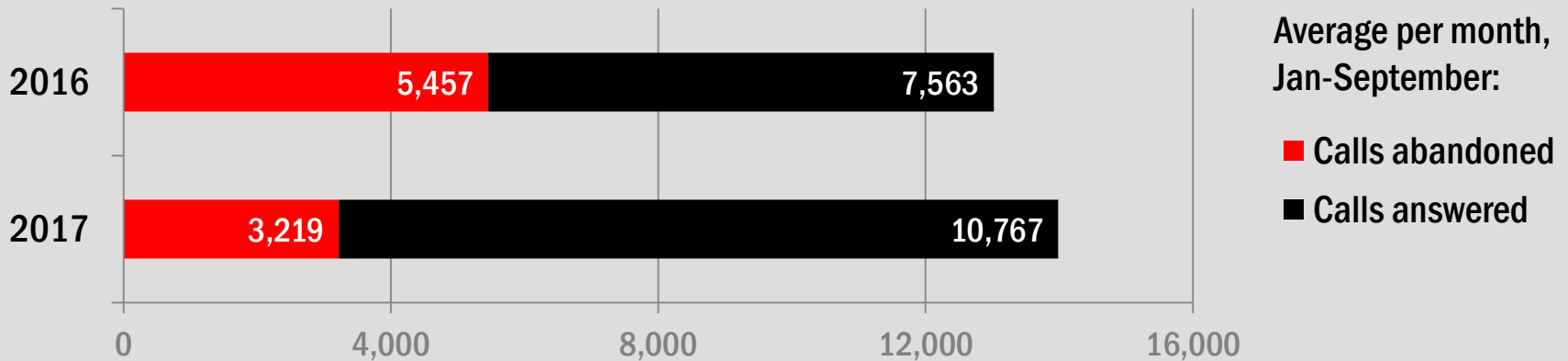
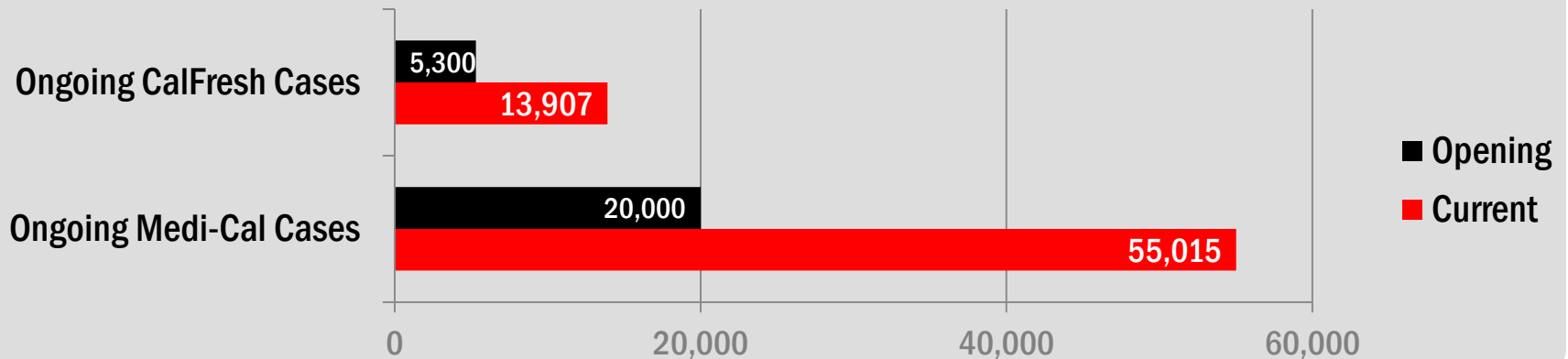
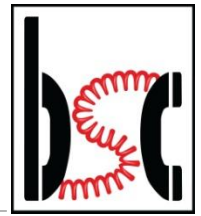
Santa Maria District Office #1

- Medi-Cal/CalFresh/GR Intake
- 2 Ongoing Caseload Units
 - Homeless population
 - ACA Call Center
- Santa Maria District Office #2
 - CalWORKs Intake/Ongoing

Lompoc District Office

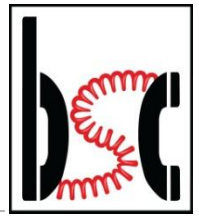
- CalWORKs Intake/Ongoing
- Medi-Cal/CalFresh/GR Intake
- 1 Ongoing MC/CF Caseload
 - Homeless population

Service Center Statistics



We average 14,000 calls and 11,000 case maintenance tasks per month.

Employee Morale & Retention



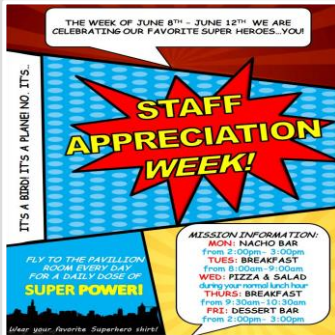
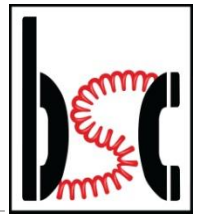
- ▶ 9-10% attrition rate
 - ▶ Most separate < 1 year of service
- ▶ Improved hiring practices
- ▶ Celebrate BIG
- ▶ Modeling the Way
- ▶ Exit interviews



▶ **Appreciation is about the whole person, not just their performance.**

- ▶ 5 Languages of Appreciation

Recognition & Appreciation



Staff Appreciation

- Staff Appreciation Day (may be offsite)
- Staff Appreciation Week
- EW Appreciation
- Lead Appreciation
- AOP Appreciation



Theme Days

- Rodeo
- Lupus Awareness
- March Madness
- Holidays
- Spring Cleaning Days
- Summer Kickoff



Individual Recognition

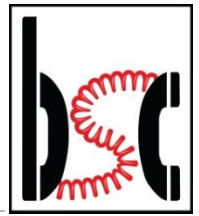
- Department Newsletter Kudos (The Intercom)
- Appreciation Grams
- Affirmations/Bday s



Guest Speakers

- Wellness
- Work/Life Balance
- Science of Customer Service

Employee Engagement



Suggestion Box

- Anonymous submissions
- Monthly Responses



Leads United

- Act as a liaison between staff and management
- Positively address policy and procedural changes emphasizing impacts to department, staff, and ultimately, our clients



BPR Workgroup

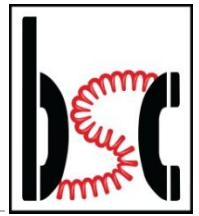
- Comprised of representatives at all levels in the service center to document business processes and hand offs through posted workflows



Think Tank

- Creative thinkers with front line experience to explore workload ideas to increase efficiency

Annual Staff Appreciation



Themes:

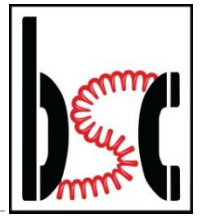
- We Survived
- Carnival
- Sailing to New Horizons
- Happy
- Super Hero

Activities:

- Speakers
- Teambuilding
- Food
- Certificates

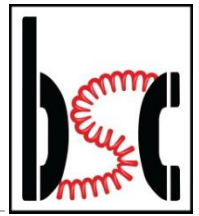


Sprouting the Spirit



Presenters: Isabel Rodriguez and Alejandra Vargas

Service Center Model



Case Maintenance Time: 2+ days

- RRR Processing
- Periodic Reports
- CalFresh renewal phone interviews
- Craigs, ICTs, FH
- External Referrals



Telephone Time: 2+ days

- Daily client contacts
- Wrap-Up/Case maintenance
- Task completion (1 & Done model)
- Outstation



Lead Workers

- Special tasks
- Agency queue



Office Professional Units

- Mail & scanning
- Task distribution
- EBT/BIC queue
- MEDS Input

Phone Hours 8:00 a.m. – 4:00 p.m.

Service Center Technology



Call Management

- Fusion IVR (callback option)
- Call Center Worx (ACD)
- NEC VOIP Phones (800 series)
- NEC Global Navigator/Fusion(A CD reporting)



Workload Management

- DocStar (document imaging software)
- TMT (Task Management Tracking software)
- Verint Impact 360 (workforce scheduling & management)



Quality Assurance

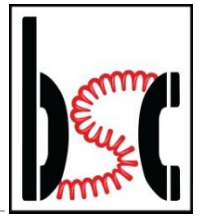
- Call Recording/Screen Capture (RFP scheduled for FY 2017-18)
- Business process workflows (Intranet)



Ergonomics

- Dual Monitors
- Sit/Stand Desks

One and Done Model



▶ **Goals:**

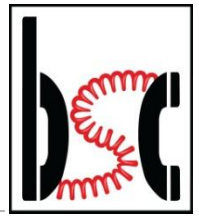
- ▶ Eliminate redundancy
- ▶ Increase quality of work
- ▶ Increase customer service
- ▶ Reduce calls



▶ **Expectations:**

- ▶ Complete all open task work associated to a case whenever touched (phone call or case maintenance)
 - ▶ Includes processing alerts, IEVS, over/under issuances.

Eligibility Supervisor



▶ **A day in the life:**

- ▶ Coach, mentor, and report/troubleshoot problem cases
- ▶ Compose and deliver staff evaluations
- ▶ Send/receive case returns (accountability)
- ▶ Conduct monthly One on One conferences
- ▶ Conduct monthly unit meetings
- ▶ Complete task/call reviews to ensure program and business process adherence
- ▶ Monitor GNAV/Contact Director to ensure unit member schedule adherence
 - ▶ Once a week supervisors rotate responsibility for monitoring call volume, sending SOS calls and ensuring queue is clear

Service Center Resources



Benefit Service Center

	Benefit Service Center 844-289-4682 "Bringing Service Closer To You"		
	24 Hour Information (866) 404-4007	FAX 287-3892	

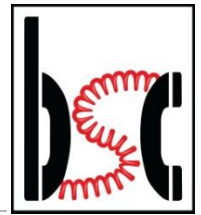
BSC Resources

BSC BPR Minutes	Forms
BSC Caseloads	Memos
District Office Info	Workflows
Workload Management Tool	

BSC Manuals

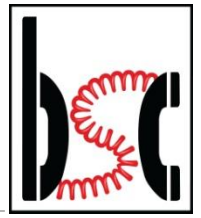
Operations	Technical	IVR Tools
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Additional Resources - Workflows



BSC Resources		
Workflows		
90 Day Cure-Review	Discontinuance of Benefits	Outstation Appointments
Add MC App to an Active CF Case	Documents Scanned in District Offices	Overpayment Repayments
Adding a Newborn	Documents to be Scanned by Worker Request	Pregnancy Process
Adding a Person	eICTs-Outgoing	Printing Client Correspondence at a DO
Address Changes; Returned Mail; Homeless Mail	External Referrals	QC/QA Case Corrective Actions
BIC/EBT Re-Issuance	Fair Hearings	Retro Requests
CalFresh Restoration Processing	Healthy Families Transition--AERs	RRR Process - CalFresh
CF Fraud Requests	Importing Workflow	RRR Process-Express Lane Enrollment
CF Probation/Parole Violator	Intake Medi-Cal Cases	RRR Process - MAGI Incompatibles
Case Returns	IFD Process	RRR Process - Mailing Out Manual RRRs
Case Transfers-Outgoing	IPV Process	RRR Process - Medi-Cal
Cases Needing Recurrent MC/FS Overrides or CF NSDI's	MC/CF Referrals from CalWORKS	RRR Process - Medi-Cal QMB/SLMB/QI-1 only SSI Recipient
Change of Circumstance Follow Up	Medi-Cal Fraud Referral Process	RRR Process - MIXED Med-Cal
Companion Case Review/Referrals	MEDS Requests	RRR Process - Non MAGI
Confidential Case Assignment	Non Payment of Premium for Medi-Cal	SAR7 Processing
DED Process	Non-System Determined Claim	Telephone Call Follow Up
Department Child Support Services Referral	Other Health Coverage	Third Party Liability (TPL)
		Transitional Medi-Cal (TMC) Report

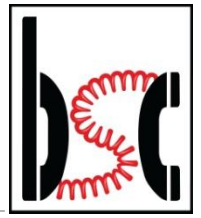
Ongoing Challenges



- ▶ Balancing phone and task work
- ▶ Prioritizing work – everything is important
- ▶ Increasing percentage of MAGI RD Extended cases
- ▶ Balance focus for staff on what they get done, versus what needs to be done.



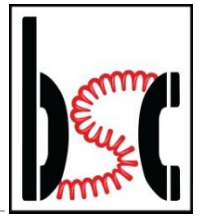
What is Next?



- ▶ Telephonic Signature
- ▶ Call Recording/Screen Capture for Quality Assurance
- ▶ Post Call Customer Survey
- ▶ Outbound calls reminders
- ▶ Octopus – Email portal



Questions



1. Metrics for Staff and Supervisors
2. How is schedule adherence monitored?
3. How are staffing levels determined?
4. Task Tracking Tool – TMT
5. Tools/Handouts/Cheat Sheets available
6. Ideas to help staff adjust to changes in call center

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